

E-01345A-11-0224



ORIGINAL ARIZONA CORPORATION COMM
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

2013 MAR 22 PM 1 48

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109684

Date: 3/22/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission
DOCKETED
MAR 22 2013

First:

Last:

Complaint By: Bernard

Cline

Account Name: Bernard Cline

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE *****DOCKET NO. E-01345A-11-0224*****

Caller states that he does not think that is fair for the company to charge for consumers that want to opt out from having smart meters. In his opinion he states that the company could use the previous years usage and apply it to the current year. He states that consumers usually stay in line with the previous years usage and the company can use those figures and divide it by 12 months and bill the consumer that way. At the end of the year the company can read the meter and if there is something still owed then the company can bill the consumer or if there has been an overpayment then credit the account. He feels that it is not required to have a meter reader out every month and have an additional charge on his bill for this service. The company could have the meter reader out maybe twice a year or quarterly for actual readings.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in docket no. E-01345A-11-0224. closed

End of Comments

Date Completed: 3/22/2013

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